

BEFORE THE  
POSTAL RATE COMMISSION  
WASHINGTON, D.C. 20268-0001

RECEIVED  
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Postal Rate and Fee Changes, 2001

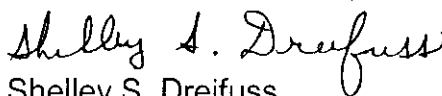
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Docket No: R2001-1

OFFICE OF THE CONSUMER ADVOCATE NOTICE OF FILING  
LIBRARY REFERENCE OCA-LR-J-3  
(March 6, 2002)

The Office of the Consumer Advocate ("OCA") gives notice of filing this date a Category 6 Library Reference, OCA-LR-J-3, which consists of three reports prepared by Dr. Richard Feinberg, Director of the Center for Customer Driven Quality, Purdue University, and six of his research students. The reports present the results of an e-mail survey (respondents were consumer contact managers across the United States), an internet-based survey of 2036 consumer professionals, and a telephone survey in the Lafayette, West Lafayette, Indiana community. The surveys were designed to measure customer satisfaction with postal transactions generally, and with particular postal products and services. Dr. Feinberg and his research students also developed questions to test respondents' familiarity with postal services and products. An electronic copy of this library reference is being filed with the Commission.

Respectfully submitted,

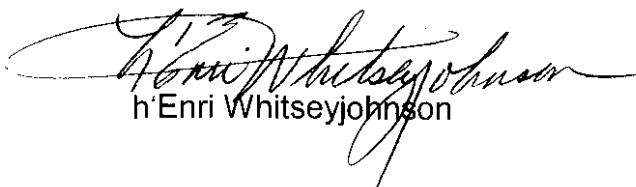


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# CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document upon all participants of record in this proceeding in accordance with Rule 12 of the rules of practice.



h'Enri Whitseyjohnson

Washington, D.C. 20268-0001  
March 6, 2002